



## Minnesota Department of **Human Services**

---

May 18, 2010

Dear Nursing Facility Administrator:

This letter is to inform you that the sixth annual round of Quality of Life/Consumer Satisfaction resident interviews will begin in June 2010. It is expected that the resident interview process will be completed by September 10, 2010. For the first time this year, opinions from family representatives will be collected as well. Family surveys will be mailed July through September 2010.

The state has contracted with Vital Research, LLC, to conduct both the resident survey and the family survey. Vital Research, a 28-year-old California-based research and consulting firm with expertise in senior living consumer satisfaction measurement nationwide, is responsible for training local interviewers, scheduling the interviews at every nursing facility, conducting face-to-face interviews with residents, and mailing surveys to family members. You will be contacted by Vital Research staff to schedule a time for the interviews to be conducted at your facility. At that time, you will be provided with information about the interview process and with answers to any questions you may have regarding the interviews. Interview scheduling questions should be directed to Mollie McGuire at 1-888-848-2555.

Quality of life/consumer satisfaction interviews are planned to continue on an annual basis. The number of resident interviews to be completed in each facility will vary based on the number of eligible residents in the facility. Aggregate response information for each question on the surveys will be available to your facility for continuous quality improvement activities, and risk-adjusted summary information will be used to determine facility scores for the MN Nursing Home Report Card website ([www.health.state.mn.us/nhreportcard](http://www.health.state.mn.us/nhreportcard)).

The family survey is currently being planned for one year only. Aggregate response information for each question on the survey will be available to your facility. As was done with the first round of quality of life/consumer satisfaction data, experience gained will inform future plans for an annual survey, need for risk-adjustment and consideration given as to when it may be added as a MN Nursing Home Report Card measure.

Based on feedback provided by interviewers, some quality of life/consumer satisfaction items have been revised for the 2010 survey to be more easily heard and understood by residents. The family survey was developed by the University of Minnesota. The surveys will be available soon along with Frequently Asked Questions at:

<http://www.vitalresearch.com/MNSurvey2010>

Nursing facilities will have several responsibilities related to this project:

Nursing Facility Responsibility	Requested Due Date
<p><b>Schedule Interview Date(s) with Vital Research</b>                      Schedulers will begin contacting nursing facilities on May 28, 2010. Please review the orientation packet you will receive after you have scheduled an interview date and follow all instructions for how to prepare for the resident and family survey.</p>	3 weeks before interviews
<p><b>Send Vital Research your electronic <u>RESIDENT Census List</u></b></p>	2 weeks before interviews
<p><b>Send Vital Research your electronic <u>FAMILY Contact List</u></b></p>	2 weeks before interviews
<p><b>Inform Residents of the Interviews</b></p> <ul style="list-style-type: none"> <li>• Posters</li> <li>• Flyers</li> <li>• Resident Council Meetings</li> </ul>	Before interview date
<p><b>Inform Families of the Resident and Family Survey</b></p> <ul style="list-style-type: none"> <li>• Newsletters</li> <li>• Bill Inserts</li> <li>• Posters</li> </ul>	Before interview date & each time you have contact with a family
<p><b>Provide 3 Lists to Interviewers:</b></p> <ol style="list-style-type: none"> <li>1. Current <i>short stay</i> residents</li> <li>2. Residents in <i>isolation</i></li> <li>3. Residents whose <i>family members have refused participation</i></li> </ol>	Day of interviews

The resident and family surveys will give you an opportunity to hear how your facility’s consumers feel about this important area of quality and to learn how you compare with other facilities. In addition, this information will be a valuable resource for prospective residents and their families, and for referral agents in the community. If you have any questions or concerns about this project, please contact Teresa Lewis, DHS, at 651-431-4208 or email at: [teresa.lewis@state.mn.us](mailto:teresa.lewis@state.mn.us) (again, please note that questions about interview scheduling should be directed to Mollie McGuire at Vital Research, 1-888-848-2555). Your facility’s 2009 observed and risk-adjusted survey results are available for your review on the DHS nursing facility provider portal at <https://nfportal.dhs.state.mn.us>. After you have logged in to the portal, select the button at the top of the page titled, “Resident Quality of Life and Report Card Update.”

Sincerely,



Robert Held  
 Division Director  
 Nursing Facility Rates and Policy  
 Department of Human Services